

# **nGenius<sup>®</sup>**

**Performance Manager**

## **v2.0.1 Service Pack 1 Release Notes**





# *nGenius*® Performance Manager v2.0.1 Service Pack 1 Release Notes

293-1203 Rev. A

**NetScout® Systems, Inc.**

Westford, MA 01886

Telephone: 978.614.4000

Fax: 978.614.4004

Web: <http://www.netscout.com>



Use of this product is subject to the Terms and Conditions of the NetScout Systems, Inc. Software License Agreement, which accompanies the product at the time of shipment.

**Notice of Restricted Rights:**

Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (c) of the Commercial Computer Software - Restricted Rights clause at FAR §52.227-19 and subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS §252.227-7013. The information in this manual is subject to change without notice.

NetScout, nGenius, and the NetScout logo are registered trademarks of NetScout Systems, Inc. URT MIB, "Because the Network is the Business", and CDM are trademarks of NetScout Systems, Inc. MasterCare and the MasterCare logo are service marks of NetScout Systems, Inc. NetScout Systems reserves the right, at its sole discretion, to make changes at any time in its technical information, specifications, and service and support programs.

All other brand names, company identifiers, trademarks, service trademarks, registered trademarks and registered service marks mentioned in this document or NetScout System's license agreement are properties of their respective owners, and protected as such against unlawful use or distribution.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>). Copyright 1999-2003 The Apache Software Foundation. All rights reserved.

THE SOFTWARE DEVELOPED BY APACHE SOFTWARE FOUNDATION AND INCLUDED HEREIN IS PROVIDED "AS IS" AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE APACHE SOFTWARE FOUNDATION OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

*nGenius® Performance Manager v2.0.1 Service Pack 1 Release Notes*  
293-1203 Rev. A  
Copyright 2004 NetScout Systems, Inc. Printed in the USA.  
All rights reserved.

## Contacting NetScout Systems

### ***Customer Support***

The best way to contact Customer Support is to submit a Support Request:

<http://netscout.custhelp.com/cgi-bin/netscout.cfg/php/enduser/ask.php>

**Telephone:** In the US, call **888-357-7667**; outside the US, call **+011 978-614-4000**. Phone support hours are 8 a.m. to 8 p.m. Eastern Standard Time (EST).

When calling, know the following:

- Type of network platform
- Software and firmware versions
- Probe model number
- License number and your organization's name

**E-mail:** [support@netscout.com](mailto:support@netscout.com)

### ***Sales***

Call **800-357-7666** for the sales office nearest your location.

### ***E-Services***

**Website Address:** [www.netscout.com/support](http://www.netscout.com/support)

**All NetScout Customers** — You can access the Self-Help Center, use your coupon to register and activate your *nGenius* Performance Manager Product, or e-mail Customer Support.

**MasterCare Customers** — You can obtain the latest software patches and upgrades, or access the latest documentation by logging in using your MasterCare number.

### ***Training***

For end-user and partners training information, and online course listings, access the Training website link:

[www.netscout.com/training](http://www.netscout.com/training)

### ***User Forum***

**Website Address:** [www.netscoutuserforum.com/](http://www.netscoutuserforum.com/)

Provides access to a customer-driven user group connecting the growing worldwide community of NetScout users.



# Contents

Introduction .....	1
Installing Version 2.0.1 Service Pack 1 .....	2
Installing the Service Pack .....	2
Installing From the CD .....	3
Downloading and Installing the Service Pack .....	5
Installation and Migration .....	7
Probe Agent Firmware/nGenius Performance Manager Compatibility .....	13
Recommended System Configurations .....	14
Supported Platforms .....	14
Disk Space Guidelines .....	16
Hardware Recommendations .....	17
New Device Support .....	20
Compatibilities .....	21
New Features and Enhancements in Service Pack 1 .....	22
New and Revised Icons .....	27
Special Considerations .....	29
Displaying Colors on IBM Clients .....	29
Documentation Additions and Corrections .....	30
Citrix Test Considerations .....	30
Number of Workspaces .....	32
Understanding QuickViews .....	33
Launching QuickViews .....	33
Creating QuickViews .....	33
Known Issues .....	35
Resolved Issues .....	40
Related Information Resources .....	42





---

# nGenius Performance Manager v2.0.1 Service Pack 1 Release Notes

---

## Introduction

---

**Important:** You can view important documentation updates on the NetScout support website at [www.netscout.com/support/](http://www.netscout.com/support/). You must be a MasterCare customer to access documentation online.

---

This document describes new functionality, new features and enhancements, new device support, and resolved issues in nGenius® Performance Manager v2.0.1 Service Pack 1. NetScout® Systems strongly recommends that you read this document, as well as the *nGenius Performance Manager v2.0.1 Release Notes*, in their entirety before you install the software.

The nGenius Performance Manager application is a web-based, multi-user performance management system that collects, processes, and reports targeted network performance data, both globally and in detail. The integrated toolset for monitoring and reporting allows users to effectively assess and proactively manage enterprise networks to enable uninterrupted network services.

Underlying the new features in nGenius Performance Manager v2.0.1 Service Pack 1 is the NetScout Systems proprietary technology for network performance management called Common Data Model (CDM™). CDM allows you to collect network traffic data for any network topology or application and display it through a single integrated application.

The nGenius Performance Manager v2.0.1 Service Pack 1 release supports probes containing NSP v5.2, NSP v6.0.x, or CDM v2.x, or a mixed environment containing any combination thereof.

Refer to the appropriate probe documentation, Probe Agent Administrator Guides, and Release Notes for details relating to agent firmware functionality and required configurations.

---

# Installing Version 2.0.1 Service Pack 1

**Version:** Release 2.0.1 Service Pack 1

**Platforms:** Windows 2000 Professional, Server, and Advanced Server, Solaris 2.7, 2.8, and 2.9, IBM/AIX 5.2, HP/UX 11.0

**Bugs Fixed in Service Pack 1:** NSD00016008, NSD00015991, NSD00015968, NSD00015918, NSD00015749, NSD00015747, NSD00015707, NSD00015663, NSD00015531, NSD00015365, NSD00015315, NSD00015274, NSD00015217, NSD00015183, NSD00015178, NSD00015176, NSD00015154, NSD00015082, NSD00015023, NSD00014992, NSD00014987, NSD00014982, NSD00014976, NSD00014953, NSD00014853, NSD00014728, NSD00014311, NSD00014065, NSD00014008, NSD00013996, NSD00013446

---

## Installing the Service Pack

This Service Pack supports software upgrades from nGenius Performance Manager v2.0.1 only. If you have not upgraded to the v2.0.1 level, you must do so before installing Service Pack 1.

The nGenius Performance Manager v2.0.1 Service Pack 1 upgrades the following software to Service Pack 1:

- nGenius Performance Manager v2.0.1
- Remote NewsStand v3.2.1
- Remote nGenius Command Line Interface (nGeniusCLI) v2.0.1
- Active Agent and Active Agent Manager v2.0.1

Installing the Service Pack upgrades the v2.0.1 components already existing on your system. For example, if your system contains the nGenius Performance Manager v2.0.1 Server software, the Server upgrades to v2.0.1 Service Pack 1. If your system contains the nGeniusCLI, the nGeniusCLI upgrades to v2.0.1 Service Pack 1.

To install the Service Pack, you must be the root user on UNIX systems or the Administrator user on Windows systems. The Service Pack must be installed on the same system where nGenius Performance Manager v2.0.1 was installed as well as on any system where the nGenius NewsStand for Remote Servers is installed, if included in your enterprise.

---

**Note:** You must upgrade to nGenius Performance Manager v2.0.1 Service Pack 1 before upgrading your probe to CDM v2.x. NetScout Systems strongly recommends that you upgrade to Service Pack 1 before you upgrade to NSP v6.x.x.

---

---

**Important:** If you are using an nGenius Express Appliance server and installing the Remote NewsStand, Remote nGeniusCLI, or the Active Agent on a remote system, you must perform the remote installation using two CDs in the following order:

- 1 Install the remote component v2.0.1 software (CD2).
  - 2 Apply Service Pack 1 (CD3).
- 

You can install Service Pack 1 using either of the following methods:

- Installing from the Service Pack CD
- Downloading the service pack from the NetScout Customer Support website

## Installing From the CD

### UNIX Platforms

- 1 Log in as root.
- 2 Stop the nGenius Server by navigating to the <nGenius install>/rtm/bin directory, and entering:  
  
`./stop`
- 3 Change to a directory where root has write permission. For example, change to /tmp.

- 4 Execute the following script, using the full path to the script on the CD:

`pm201-sp1-unix.sh`

For example, execute: `/cdrom/cdrom0/pm201-sp1-unix.sh`

- 5 Start the nGenius Server by navigating to the <nGenius install>/rtm/bin directory and entering:

`./start`

- 6 Confirm that all processes are running with nGenius permissions.

## *Windows Platforms*

---

**Note:** Close all other windows prior to starting the upgrade.

---

- 1 Stop the nGenius Server.
- 2 Check the Task Manager to verify that all processes are stopped.

---

**Note:** If the dengine.exe is not stopped, locate the nGeniusNative, nGeniusServer, and NSApache services in Control Panel > Services (Windows NT) or Control Panel > Administrative Tools > Services (Windows 2000), change the Startup Type setting to Manual, and then shut down and restart your system.

---

- 3 From the CD, execute the following file:  
**pm201-sp1-win.exe**
- 4 To start the nGenius Server: From Start > Programs > NetScout nGenius Server, select **Start nGenius Server**.
- 5 Confirm that all processes are running with nGenius permissions.

# Downloading and Installing the Service Pack

You can download the Service Pack from the NetScout Systems Customer Support website:

[www.netscout.com/support/](http://www.netscout.com/support/)

To access the software download area, you must enter your MasterCare number. If you do not have a MasterCare number, or would like to become a MasterCare customer, consult your NetScout Systems Sales Representative (refer to "Contacting NetScout Systems" on page iii for information).

## *UNIX Platforms*

- 1 FTP the pm201-sp1-unix.sh file to the local machine.

---

**Note:** Be sure to FTP the file in binary mode.

---

- 2 Log in as root.
- 3 Stop the nGenius Server by navigating to the <nGenius install>/rtm/bin directory, and entering:

```
./stop
```

- 4 Execute the following command:

```
chmod 777 pm201-sp1-unix.sh
```

- 5 Execute the following script:

```
./pm201-sp1-unix.sh
```

- 6 Start the nGenius Server by navigating to the <nGenius install>/rtm/bin directory and entering:

```
./start
```

## Windows Platforms

---

**Note:** Close all other windows prior to starting the upgrade.

---

- 1 Stop the nGenius Server.
- 2 Check the Task Manager to verify that all processes are stopped.

---

**Note:** If the engine.exe is not stopped, locate the nGeniusNative, nGeniusServer, and NSApache services in Control Panel > Services (Windows NT) or Control Panel > Administrative Tools > Services (Windows 2000), change the Startup Type setting to Manual, and then shut down and restart your system.

---

- 3 FTP the pm201-sp1-win.exe file to the local machine.

---

**Note:** Be sure to FTP the file in binary mode.

---

- 4 Execute the following file:  
**pm201-sp1-win.exe**
- 5 To start the nGenius Server: From Start > Programs > NetScout nGenius Server, select **Start nGenius Server**.

# Installation and Migration

This Service Pack supports upgrades from nGenius Performance Manager v2.0.1 only.

If you are upgrading from nGenius Performance Manager v1.4 to nGenius Performance Manager v2.0.1 Service Pack 1, you must first successfully upgrade and migrate to a stable nGenius Performance Manager v2.0.1 environment. For information about upgrading to nGenius Performance Manager v2.0.1 from nGenius Performance Manager v1.4, refer to the *nGenius Planning and Migration Guide*.

For information about upgrading to nGenius Performance Manager v2.0.1 from nGenius Performance Manager v2.0, refer to *nGenius Performance Manager v2.0 to v2.0.1 Migration*.

Table 1 summarizes some important installation, database, distributed server environment, and general migration issues when upgrading to nGenius Performance Manager v2.0.1 Service Pack 1.

*Table 1 Upgrading to nGenius Performance Manager v2.0.1 Service Pack 1*

Topic	Description
<b>Installation</b>	
Can I install Service Pack 1 directly to previous versions of nGenius Performance Manager, nGenius Real-Time Monitor, or any other NetScout Systems client?	<p>No. Before installing Service Pack 1, you must first upgrade any nGenius Real-Time Monitor installations to the nGenius Performance Manager v1.4 Service Pack 8 or higher level, then upgrade nGenius Performance Manager v1.4 or nGenius Performance Manager v2.0 to nGenius Performance Manager v2.0.1.</p> <p>Refer to the <i>nGenius Performance Manager Planning and Migration Guide</i> for upgrading to nGenius Performance Manager v1.4 and the <i>nGenius Planning and Migration Guide</i> for upgrading to nGenius Performance Manager v2.0.1.</p>

Table 1 Upgrading to nGenius Performance Manager v2.0.1 Service Pack 1

Topic	Description
Does the Service Pack 1 installation retain, upgrade, or migrate the Enterprise Application Analysis Option or the Web Content Analysis Option from nGenius Performance Manager v1.4?	No. In nGenius Performance Manager v2.0.1 the Universal Response Time (URT) MIB replaces the functionality in the Enterprise Application Analysis Option and the Web Content Analysis Option.  Table 2-1 in the <i>nGenius Planning and Migration Guide (Rev B)</i> lists the changes in nGenius Performance Manager v2.0.1 that replace the Enterprise Application Analysis Option or the Web Content Analysis Option
How much temporary space does the Service Pack 1 installation require?	<b>Windows:</b> 100 Mb <b>UNIX:</b> 150 Mb  If your temporary directory does not have the required space, the Service Pack 1 installation prompts you for a temporary space location to satisfy the requirement.
(Windows 2000 Only) Can I install Service Pack 1 using a cloned version of the Administrator account?	No. You must use the original Administrator account when installing Service Pack 1.
(Windows 2000 only) Can I install Service Pack 1 with other windows open or other applications running?	No. You must stop the nGenius Server and exit all other windows and applications before installing Service Pack 1.
How long does the Service Pack 1 installation take?	The Service Pack 1 installation includes upgrading the database from the nGenius Performance Manager v2.0.1 level to the Service Pack 1 level. This database upgrade takes (on average) one minute per gigabyte of data.
Is there any loss of functionality after installing Service Pack 1?	No.



Table 1 Upgrading to nGenius Performance Manager v2.0.1 Service Pack 1

Topic	Description
Should I install Service Pack 1 before upgrading any probes to NSP 6.0.2 or CDM 2.1?	<p>Yes. You may lose historical data and proxyapports if you upgrade your probes before installing Service Pack 1. The following agent firmware limitations also apply:</p> <ul style="list-style-type: none"> <li>• <b>CDM 2.1:</b> Compatible only with nGenius Performance Manager v2.0.1 with Service Pack 1.</li> <li>• <b>NSP 6.0.2:</b> You must remap proxyapport settings or the old aggregation interface (ifn 49) if upgrading from NSP 5.2.</li> </ul>
Do Fibre Channel SAN probes (98xx) support Site Monitoring, Host Grouping, or QOS Monitoring interfaces.	No.
<b>Database</b>	
What database version does the Service Pack 1 installation apply to?	<p>The Service Pack 1 installation applies only to an nGenius Performance Manager v2.0.1 level database.</p> <p>Refer to the <i>nGenius Performance Manager Planning and Migration Guide</i> for upgrading a database to the nGenius Performance Manager v1.4 level and the <i>nGenius Planning and Migration Guide</i> for upgrading a database to the nGenius Performance Manager v2.0.1 level.</p>
Will nGenius Performance Manager v2.0.1 Service Pack 1 function with a previous version database from nGenius Performance Manager, nGenius Real-Time Monitor, or other NetScout Systems client?	No. You must upgrade the database to the nGenius Performance Manager v2.0.1 Service Pack 1 level.

Table 1 Upgrading to nGenius Performance Manager v2.0.1 Service Pack 1

Topic	Description
Should I back up my database before installing Service Pack 1?	Yes. Refer to the <i>nGenius Performance Manager Administrator Reference Guide</i> for details on database backup.
What are the upgrade implications for a database in a custom location?	<p>If the pm_env (.bat or .sh) and serverprivate.properties files note the custom database location, the Service Pack 1 installation upgrades the database automatically.</p> <p>If you have never started the nGenius Server, the database does not yet exist. When you start the nGenius Server for the first time, nGenius Performance Manager v2.0.1 creates the database at the Service Pack 1 level.</p>
If the database is in a custom location, does the Service Pack 1 installation require a substitute stealth.db file in the rtm/database directory (default location)?	No.
How long does it take to upgrade an nGenius Performance Manager v2.0.1 database to the Service Pack 1 level?	The Service Pack 1 installation includes upgrading the database from the nGenius Performance Manager v2.0.1 level to the Service Pack 1 level. This database upgrade takes (on average) one minute per gigabyte of data.
How can I monitor the progress and results of the database upgrade?	The rtm/log/dbpatch.log file records the progress and results of the database upgrade.
<p>What must I do if I receive the following message when installing Service Pack 1?</p> <p>"Database was created with older software and may benefit from being rebuilt"</p>	Ignore this message. You are not required to perform any additional action.

*Table 1 Upgrading to nGenius Performance Manager v2.0.1 Service Pack 1*

Topic	Description
<b>Distributed Servers</b>	
Must I install Service Pack 1 on all nGenius Servers?	Yes. All nGenius Servers in a distributed servers environment must be at the nGenius Performance Manager v2.0.1 Service Pack 1 level to function properly as a distributed server.
What is the correct sequence for installing Service Pack 1 in a distributed servers environment?	<p>Installing Service Pack 1 on the Global Manager first provides two benefits:</p> <ul style="list-style-type: none"> <li>• Global Settings in the Global Manager can immediately apply to all Local Servers that you upgrade</li> <li>• Direct access to Local Servers is possible, but not from the Global Manager until the Local Servers are at the same build as Global Manager.</li> </ul> <p>After installing Service Pack 1 on the Global Manager, you can install Service Pack 1 on all Local Servers in any order.</p>
<b>Migration (software and firmware)</b>	
Does the Service Pack 1 installation migrate existing custom filters, including post-capture filters, automatically?	Yes.
Does the Service Pack 1 installation migrate custom TCP and UDP ports greater than 48000 in nGenius Performance Manager v2.0.1?	This migration does not apply to nGenius Performance Manager v2.0.1 and was needed only for upgrading from nGenius Performance Manager v1.4.
Does the Service Pack 1 installation migrate existing raw and logged data from nGenius Performance Manager v2.0.1?	Yes.

Table 1 Upgrading to nGenius Performance Manager v2.0.1 Service Pack 1

Topic	Description
What does the Service Pack 1 installation do with existing half-duplex interfaces and new support for full-duplex interfaces?	Full-duplex data displays as <i>In vs. Out</i> and any existing half-duplex data displays as <i>Total</i> .
Does the Service Pack 1 installation overwrite any custom configuration settings or must I modify any configuration settings in Server Administration after installing Service Pack 1?	No.
What probe models support upgrading to CDM 2.1?	<ul style="list-style-type: none"> <li>• All 2000 series</li> <li>• 9000 series except 9001, 9002, 9003, and 9011</li> </ul>
What settings or values must I record for reconfiguration before upgrading probe agent firmware?	<ul style="list-style-type: none"> <li>• Application Recognition Server Mask</li> <li>• Aggregated Gigabit Ethernet Mapping</li> <li>• NetFlow Interface Settings</li> <li>• Probe Mode (Fast Ethernet, Gigabit Ethernet, and Fibre Channel SAN probes)</li> <li>• Network Security Adaptor (NSA) configuration settings for NSP 5.x probes with nGenius Flow Director support</li> </ul> <p>Refer to the <i>nGenius Planning and Migration Guide</i> for more information.</p>
Does nGenius Performance Manager retain probe proxyapport definitions above port 48000 when upgrading probe agent firmware to NSP 6.0.2 or CDM 2.1?	Yes. If upgrading from NSP 6.0.1 or NSP 6.0, nGenius Performance Manager retains these definitions.

*Table 1 Upgrading to nGenius Performance Manager v2.0.1 Service Pack 1*

Topic	Description
After installing Service Pack 1, what are the issues when downgrading probe agent firmware from NSP 6.0.2 or CDM 2.1 to NSP 5.x?	<p>NSP 6.0.2 or CDM 2.1 functionality is no longer accessible and only RMON1 and RMON2 data remains.</p> <p>If you downgrade a CDM 2.1 probe configured for virtual interfaces then upgrade to CDM 2.1 again, Global Settings in the nGenius Performance Manager retains the previously configured virtual interfaces and historical data.</p>

## Probe Agent Firmware/nGenius Performance Manager Compatibility

For additional information on probe compatibility and issues described in Table 2 refer to the *nGenius Probe Agent Administrator Guide* for the applicable agent firmware version.

*Table 2 Firmware/nGenius Performance Manager Compatibility*

Products	nGenius Performance Manager v1.4	nGenius Performance Manager v2.0.1	nGenius Performance Manager v2.0.1 with Service Pack 1
<b>NSP 5.2</b>	Yes	RMON1/RMON2	RMON1/RMON2
<b>NSP 6.0</b>	RMON1/RMON2	Yes	Yes
<b>NSP 6.0.1</b>	RMON1/RMON2	Yes	Yes
<b>NSP 6.0.2</b>	RMON1/RMON2	*Yes	*Yes
<b>CDM 2.1</b>	No	No	Yes
<p>* In NSP 6.0.2 NetFlow is not supported on 8000 series probes. URL Monitoring is not supported in NSP 6.0.2.</p>			

# Recommended System Configurations

The tables in this section list recommended system configurations for nGenius software.

---

**Note:**

- NetScout nGenius products are designed and tested on dedicated servers. Third-party network management software, database agents, port scanners, and security software installed on the same server may lead to port conflicts and compromise the behavior and performance of the nGenius products.
  - Ensure that you have a minimum of 100 MB (Windows platforms) or 150 MB (UNIX platforms) of available space in your /tmp or Temp directory before installing nGenius Performance Manager.
  - Some virus scan software can cause locking problems on database servers. For best results on Windows platforms, exclude the database directory from your virus scan.
- 

## Supported Platforms

*Table 3 Server and Client Support for Version 2.0.1*

Component	Recommendation
Server	<ul style="list-style-type: none"><li>• Windows 2000 Professional, Server, and Advanced Server with Service Pack 3 or 4 (English, Japanese, Korean, Chinese)</li><li>• Solaris v2.7, 2.8, and 2.9 with appropriate patch level to support Java 1.4.1_02 (English, Japanese)</li><li>• HP/UX v11.0</li><li>• IBM/AIX v5.2</li></ul>
Client	<ul style="list-style-type: none"><li>• Microsoft Windows 2000 Professional, Server, or Advanced Server with Service Pack 3 or 4 (English, Japanese, Korean, Chinese)</li><li>• Windows XP with Service Pack 1 (English)</li><li>• Solaris v2.7, 2.8, and 2.9 (English, Japanese)</li><li>• HP/UX v11.0 (English)</li><li>• IBM/AIX v5.2 (English)</li><li>• Java Plug-in v1.4.1_02 or v1.4.1_05</li></ul>
Review the <i>nGenius Performance Manager Installation Guide</i> for all required operating system patches. Links to all nGenius patches, JRE, and Java plug-ins are available from <a href="http://www.netscout.com/support">www.netscout.com/support</a> .	

Table 4 Client Browser Support by Platform

Browser	Windows	Solaris			AIX	HP/UX
		v2.7	v2.8	v2.9		
Internet Explorer v5.5	Yes	Yes	Yes	No	No	Yes
Internet Explorer v6.0	Yes	N/A	N/A	N/A	N/A	N/A
NetScape v6.2.3	Yes	Yes	Yes	Yes	Yes	No
NetScape v7.x	Yes	Yes	Yes	Yes	Yes	No
Mozilla v1.4	No	No	No	No	No	Yes
<b>Note:</b> All browser versions require JRE v1.4						

## Disk Space Guidelines

Refer to Table 5 for disk space guidelines.

*Table 5 Disk Space Guidelines*

<b>Load</b>	<b>nGenius Database</b>	<b>NewsPapers and Trace Files</b>	<b>Available Disk Space</b>
<ul style="list-style-type: none"><li>• 50 Physical Interfaces</li><li>• 500 Virtual Circuits</li><li>• 9500 switch or MIB2 ports</li><li>• 10 NewsPapers</li></ul>	90 GB	50 GB	140 GB
<ul style="list-style-type: none"><li>• 100 Physical Interfaces</li><li>• 1000 Virtual Circuits</li><li>• 19,000 switch or MIB2 ports</li><li>• 20 NewsPapers</li></ul>	180 GB	100 GB	280 GB

The actual amount of disk space you require depends on the following factors:

- Will backups be performed on the disk on which the nGenius software is installed? If so, double the recommendations in Table 5.
- Will you use RAID 5, RAID1, or RAID 1+0?
  - RAID 1 or RAID 1+0 — Double the disk space in Table 5 to provide space for mirroring.
  - RAID 5 — Provide an additional disk to provide space for managing the data redundancy scheme.
- Will NewsPapers be stored on the same disk? If so, refer to Table 5, and increase disk space accordingly.
- Do you plan to store trace files on the same disk? What size and number of NewsPapers and trace files do you anticipate? Refer to Table 5, and increase your disk space accordingly.



# Hardware Recommendations

NetScout Systems recommends the hardware configurations detailed in Table 6 and Table 7.

## nGenius Server

---

**Note:** One license includes 50 Type 1 and 10,000 Type 2 monitored elements.

Type 1 — Physical interfaces, Network Analysis Module (NAM) interfaces, and CDM adaptors (Link Aggregation, Probe [Gigachannel] Aggregation, or High-Speed Aggregation, NetFlow, sFlow).

Type 2 — Any combination of the following: Virtual interfaces (VLAN, DLCI, ATM PVC, QoS, VSAN, Site, Site QoS, Native QoS, netflow/sFlow router Qos), virtual interfaces of NetFlow and sFlow, Fast EtherChannel (FEC) and NAM NetFlow, device interfaces such as MIB2, Frame Relay MIB DLCI, and mini-RMON switch ports.

To increase the number of elements you can monitor, purchase additional licenses. Do not reinstall the application. Refer to the *nGenius Performance Manager Installation Guide* for specific information about incremental licensing.

---

Table 6 nGenius Server

nGenius Performance Manager v2.0.1	
Windows 2000 Platforms — One License	
Processor Memory RAID I/O Subsystem Media Network Card IP Address File system	Dual Xeon processors, 2.8 GHz with 512K cache 4 GB SDRAM, 4 x 1 GB DDR SDRAM Single-channel 128MB cache with write-back cache; configured RAID 5 Three or four 73 GB 10,000 or 15,000 rpm ULTRA 320 SCSI hard drives CD-ROM drive 10/100 Ethernet adaptor Static IP address For Windows platforms, use the NTFS-formatted hard disk instead of the FAT to ensure appropriate security. <ul style="list-style-type: none"><li>• To determine your file system, open Windows Explorer and right-click <b>&lt;drive&gt;</b> &gt; <b>Properties</b>.</li><li>• You can convert from FAT to NTFS at any time. Refer to the applicable Microsoft documentation for appropriate procedures.</li></ul>

Table 6 nGenius Server (Continued)

<b>nGenius Performance Manager v2.0.1</b>	
<b>Windows 2000 Platforms — Two Licenses</b>	
Processor Memory RAID I/O Subsystem Media Network Cards IP Address File system	<p>Dual Xeon processors, 2.8 GHz with 512K cache 8 GB SDRAM, 4 x 2 GB DDR SDRAM Single-channel 128 MB cache with write-back cache; configured RAID 5 Five 73 GB 15,000 rpm ULTRA 320 SCSI hard drives CD-ROM drive 10/100 Ethernet adaptor Static IP address For Windows platforms, use the NTFS-formatted hard disk instead of the FAT to ensure appropriate security.</p> <ul style="list-style-type: none"> <li>• To determine your file system, open Windows Explorer and right-click <b>&lt;drive&gt;</b> &gt; <b>Properties</b>.</li> <li>• You can convert from FAT to NTFS at any time. Refer to the applicable Microsoft documentation for appropriate procedures.</li> </ul>
<b>Solaris Platforms — One License</b>	
Processor Memory I/O Subsystem RAID Network Card IP Address Media Device	<p>Dual UltraSPARC IIIi processors, 1.28 GHz with 1 MB cache 4 GB RAM Three or four 73 GB 10,000 or 15,000 rpm Fibre Channel disks Sun StorEdge or Hitachi RAID Array configured as RAID 5 or 0+1 10/100 Ethernet adaptor Static IP address CD-ROM drive</p>
<b>Solaris Platforms — Two Licenses</b>	
Processor Memory I/O Subsystem RAID Controller Network Card IP Address Media Device	<p>Four UltraSPARC IIIi processors, 1.28 GHz with 1 MB cache 8 GB RAM Four or Five 73 GB 15,000 rpm Fibre Channel disks Sun StorEdge or Hitachi RAID Array configured as RAID 5 or 0+1 10/100 Ethernet adaptor Static IP address CD-ROM drive</p>

---

**Note:** To run nGenius Performance Manager on HP/UX, you must change several default kernel parameters. For a list of parameters and required values, refer to the *nGenius Performance Manager Installation Guide*.

---

## Remote NewsStand

The recommendations for the Remote NewsStand are the same as for the nGenius Server with one license. Refer to Table 6 for specifics.

## Client

The nGenius Performance Manager client consists of a Web browser with a Java plug-in. Refer to Table 7 for complete client recommendations.

---

**Note:**

- If you are viewing (not configuring) NewsPapers, the Java plug-in is not required.
  - By default, nGenius Performance Manager uses port number 8080 for client HTTP connection. Ensure that no third-party software conflicts with port 8080. For information on how to change the port number for client HTTP connection, refer to the *nGenius Performance Manager Installation Guide*.
- 

*Table 7 Client Hardware Configurations*

Client Hardware Requirements	
Processor	800 MHz or higher
Memory	512 MB or higher
Available Disk Space	250 MB or higher
Display Settings	1024x768 minimum and True Color (if supported)

---

# New Device Support

Service Pack 1 adds support for the following devices:

## *Cisco*

- Network Analysis Module-2 v.3.1 (NAM-2 v.3.1) (second port)
- Cisco Catalyst 2940 Series IOS release 12.1(13)AY
- Cisco Catalyst 2940 Series
- Cisco Catalyst 2955, 3550 PWR, and 3750 Series IOS Release 12.1(14)EA1
- Cisco Catalyst 2955 Series Industrial
- Cisco Catalyst 3550 PWR Series
- Cisco Catalyst 3750 Series
- Cisco Catalyst 4500 Series Supervisor Engine II-Plus
- Cisco Catalyst 6500 Series CatOS Release 8.1
- Cisco Catalyst 6500 Series IOS Release 12.1(19)EX
- Cisco Catalyst 6500 Series IOS Release 12.2(14)SX
- Cisco Catalyst 6500 Series IOS Release 12.1(17a)SX
- Cisco Catalyst 6500 Supervisor 720

---

# Compatibilities

nGenius Performance Manager v2.0.1 Service Pack 1 can:

- Coexist with prior versions of nGenius Performance Manager with the understanding that only one product is in charge of device configuration and the receipt of trap information.
- Integrate with CiscoWorks 2000 Network Manager v6.1 and v6.2 (LMS Bundle 3.0) or HP OpenView on the same or separate machines.
- Support Cisco ACS v3.0 for support integration with TACACS authentication.
- Support RMON1 and RMON2 on NetScout probes running v5.2; however, it does not support the ART and CRT MIBs.
- Support the following agent firmware versions:
  - NSP v5.2
  - NSP v6.x.x
  - CDM v2.x

---

# New Features and Enhancements in Service Pack 1

Table 8 describes the new features and enhancements in nGenius Performance Manager v2.0.1 Service Pack 1. You can view details about new features in the online Help and appropriate probe documentation.

---

**Note:** For specific information regarding probe support for the following new features and enhancements, refer to the applicable probe documentation.

---

*Table 8 New Features and Enhancements in v2.0.1 Service Pack 1*

Feature	Description
<b>New Features Supported by CDM v2.x Firmware</b>	
VSAN support	The nGenius Performance Manager software now supports Virtual Storage Area Network (VSAN) technology for data capture, Console views, and NewsPaper articles. VSAN technology allows a Single Fibre Channel Fabric Switch to behave as if it were multiple separate fabrics.
Site-Based monitoring	In nGenius Performance Manager, virtual interface classification is known as Site. Site-based monitoring allows you to use a virtual channel to track host, conversation, and statistics based on a user-defined subnet or list of subnets. Virtual channelization is useful where other forms of classification are difficult or impossible because the target link is encrypted, not instrumentable, or inaccessible for flow collections. Applications for this feature include VPNs, MPLS, IPSec and carrier-created channelized links.
NetFlow/sFlow enhancements	Service Pack 1 includes enhanced support for NetFlow and sFlow interfaces including support for the following: <ul style="list-style-type: none"><li>• Full duplex virtual interfaces</li><li>• Up to 10 Netflow routers per probe</li><li>• Mixed mode virtual classification</li><li>• Router Backbone view on parent interface, using pseudo-MAC addresses representing NetFlow-enabled router interfaces. Netflow header decode is optional.</li></ul>

Table 8 New Features and Enhancements in v2.0.1 Service Pack 1 (Continued)

Feature	Description
Host Grouping	The Host Grouping feature in Service Pack 1 allows you to configure host groups and subnets. Once configured, all troubleshooting and reporting features currently available for hosts are available for host groups and subnets.
QoS Monitoring Extensions	<p>With CDM 2.x, the QoS monitoring in NetScout probes is extended to support QoS levels over virtual as well as physical interfaces. The QoS virtual interfaces are secondary to existing parent Native (DLCI, PVC, VLAN), user-defined (Site) virtual interfaces, or netflow/sFlow router QoS.</p> <p>To support extended QoS monitoring, the Performance Manager Console now allows selection of the following types of virtual interfaces: Native (DLCI, PVC, VLAN), QoS (over trunk), SITE, Native-QoS, SITE-QoS, netflow/sFlow router QoS. When you select either Native-QoS, SITE-QoS or netflow/sFlow router QoS, the probe creates additional secondary virtual interfaces for QoS levels on the primary virtual interfaces. Up to 64 QoS (DSCP code points) can exist on each primary virtual interface.</p>
Data Source Health	Data Source Health views provide information about CPU Utilization and Free and Used Memory for supported devices (Cisco routers and switches). You can view Data Source Health Statistics in the Performance Manager Console (Data Source Health Enterprise, Data Source Health Snapshot, and Data Source Health over Time views) and in the NewsPaper (Data Source Health Summary article).
<b>Additional New Features</b>	
Customizing User Roles	User Roles Configuration allows System Administrators to control functionality for each user role.
Bulk Relearn	The bulk Re-Learn button has been moved to the Device Configuration dialog box. You can now select multiple devices and click <b>Re-Learn</b> .
Logger Memory in Server Health	The Server Health window (Administration > Server Configuration) now displays the memory consumed by the logger process (NSLogger).

Table 8 New Features and Enhancements in v2.0.1 Service Pack 1 (Continued)

Feature	Description
Device Configuration Health button renamed	The Health button in the Device Configuration window is now renamed to Information.
Change to Template Logging Threshold Manager	The Logging Threshold in the probe Template Manager now accepts a value of zero. (Previously, values less than 1 percent were not supported.)
Floating Navigation Tree	You can now float or hide the Navigation tree.
Workspace Cycling	Workspace cycling allows you to cycle through your workspaces when the Console is unattended. Click <b>View &gt; Cycle Workspaces</b> to select a duration. The duration is stored as a user preference.
View Attributes in Saved Workspaces	Additional view attributes are now persistent when you save a workspace, including the following: poll rate, Host IP Address or Name, Short or Long Application Name, sorting column and direction, and the view type (chart or table).
View Status Bar Changes	The Time and Refresh menus have been merged.
Images saved as JPEGs	The Save as GIF menu selection is renamed to Save as an Image. Images are now saved as JPEGs. Additional formats may be supported in the future.
Notes in Navigation tree mouse over	Notes you enter in the Add Device dialog box are added to the information displayed when you mouse over a monitored element in the Navigation tree.
Short Term History Time Menu	A Time Menu has been added to the Short Term History view to allow you to choose a refresh rate or pause the view.
Preference Defaults	The Preferences > Display Options tab allows you to display Host/Device Names and the Application Name short version in views by default. You can override defaults using the Options menu. Any view attributes saved with workspaces also override the Display Options preferences.
MIB2 Discards display as separate Show metric	Prior to Service Pack 1, MIB2 discards were counted as errors and displayed as a specific error type. MIB2 discards now display under their own Show metric, rather than as an error type.



*Table 8 New Features and Enhancements in v2.0.1 Service Pack 1 (Continued)*

Feature	Description
MIB2 Packet Types now display as Non Unicast	With Service Pack 1, Non Unicast data displays as Packet Type > Non Unicasts. (Formerly, half of Non Unicast data displayed as Broadcasts and half displayed as Multicasts.)
Support for new file formats in data capture	<p>Data Capture is now supported for *.cap and *.pcap file formats. In addition, Service Pack 1 supports:</p> <ul style="list-style-type: none"> <li>• Import and export of files in the *.cap and *.pcap formats</li> <li>• Save As functionality from one format to another (NetScout format to *.cap or *.pcap format or vice versa) in the Save Trace and Save Range of Frames functions of the Decode view. Sniffer *.cap or *.pcap formats are supported.</li> </ul> <p>Imported *.pcap files initially display only start time information in the Trace Files view. Open the file to update the view with additional details such as Trace End Time and Total Frames.</p>
Discovered TCP/UDP Ports	You can now drill down in the Discovered TCP/UDP Ports table view to perform a data capture on up to four ports, carrying the context into filter creation. If all ports are of one type (either UDP or TCP) the data capture is filtered by application as well as port.
Launching Filter Editor	You can now launch the filter editor by double-clicking a file in the Filter Groups window.
Launching Decode Views	You can now double-click a selected trace file to launch the Decode view.
Application versus Network Breakdown (Flight Time) with one probe	Flight Time views based on only one probe now display an application versus network breakdown.
Most Accessed Servers by Responses View and Number of Responses over Time View	These views have been updated to display a breakdown of successful and failed responses in a stacked bar format.
Response Time Distribution View	The Response Time Distribution view now displays in shades of red, yellow, and green to reflect the severity of each level.

*Table 8 New Features and Enhancements in v2.0.1 Service Pack 1 (Continued)*

Feature	Description
New Response Time view: Number of Retransmissions Over Time	Retransmission data information formerly found in the Response Time Distribution Over Time view is now available in a time series view. Because retransmission data is not dependent on application-based time boundaries, the new view displays data within any context (for example, location, server, application, client).
<b>Reporting</b>	
New articles	<p>The following new articles have been added to the NewsPaper:</p> <ul style="list-style-type: none"> <li>• Circuit Interface Detailed Listing</li> <li>• Data Source Health Summary</li> <li>• VSAN Summary</li> <li>• DLCI Downtime Summary (Situations to Watch)</li> <li>• Switch Port Utilization Forecast</li> <li>• Application Volume (Executive Summary)</li> <li>• App Server Performance Summary</li> </ul>
Probe Serial Number displayed in Asset Report	The Device Detailed Listing article (Asset Management) displays probe serial numbers.
Renaming and Deleting Local NewsPapers	The Local NewsPaper can now be renamed or deleted.
Calendar	Selecting a different month in the NewsPaper calendar now brings you to the same day that displayed in the previous month.
Aggregate Article Display	You can now opt to display aggregated articles only in a Global Manager aggregated NewsPaper. The default is to display a given article (for example, Most Utilized Segments) for each server individually in addition to one article that aggregates data from all servers.
Display of server name	<p>You can now configure the following options to control the way server names display in the article title bar:</p> <ul style="list-style-type: none"> <li>• Show the server name only if multiple servers report to the NewsPaper</li> <li>• Never show the server name</li> <li>• Always show the server name</li> </ul>

Table 8 New Features and Enhancements in v2.0.1 Service Pack 1 (Continued)

Feature	Description
<b>Command Line Utilities</b>	
Command Line Device Tools	dvTools are now called Command Line Device Tools. The Command Line Device Tools and nGeniusCLI utilities now operate as independent functions. Refer to the <i>nGenius Performance Manager Administrator Reference Guide</i> for complete details.

## New and Revised Icons

Some icons in the Performance Manager Console and Server Administrator interfaces have been added to support new functionality, and other icons have been revised. The reasons for revising icons include the following:

- Make icons consistent throughout the product
- Conform to industry standards
- Individualize icons to make them more distinguishable
- New functionality

Refer to Table 9 for a list of some revised and new icons.

Table 9 New and Revised Icons



































Description	v2.0 Icon	v2.0.1 SP1 Icon
Server Configuration		
Monitored Element Group		
Database Backup		
Device Configuration		
Template		
Configure Time Trigger		
User Accounts		
Newly added Protocol		

Table 9 New and Revised Icons (Continued)

Description	v2.0 Icon	v2.0.1 SP1 Icon
Switch Port		
Analyzer Port with Probe		
Global Settings		
Add Device		
Filter Groups		
Capture Status		
User Roles Configuration	N/A	
Message Log	N/A	
Task Progress Report	N/A	
Response Time Configuration	N/A	
Exclusions	N/A	
Upgrade Probes	N/A	

---

# Special Considerations

Refer to the "Special Considerations" section in the *nGenius Performance Manager v2.0.1 Release Notes* for additional important considerations when using the nGenius software.

## Displaying Colors on IBM Clients

For IBM-AIX clients using Netscape Navigator, when you view a PDF of an Ad Hoc Report using Adobe Acrobat, it can fail to display colors properly. The following error may display:

```
Could not allocate enough colors, using grey scale
```

If you receive this error, configure the client system to support the maximum number of colors possible. In addition, you can use one or more of the following troubleshooting solutions:

**Solution 1** — Start Navigator without using the -install option.

**Solution 2** — Start Navigator using one of the following options to limit the number of colors it uses:

```
netscape -ncols 16  
netscape -ncols 32
```

**Solution 3** — Start the Xserver in StaticColor mode, and force Netscape to use the StaticColor visual:

- 1 If you are using OpenWin, enter the following command at the UNIX command prompt:

```
openwin -dev /dev/fb defclass StaticColor
```

- 2 Start Navigator, and reference the StaticColor visual. You can use the xdpinfo command to determine the ID number. For example, enter:

```
netscape -visual 0x25
```

---

**Note:** See your UNIX administrator if you need assistance.

---

**Solution 4** — Disable the Acrobat plug-in (nppdf.so) in the Navigator Preferences dialog box. Disabling the plugin causes Acrobat Reader or Acrobat Exchange to start as a standalone application. For more information, refer to the Adobe Support website.

**Solution 5** — Start Acrobat Reader or Acrobat Exchange before starting Navigator.

---

# Documentation Additions and Corrections

This section describes additions and corrections to printed documentation and the online Help.

## Citrix Test Considerations

Configuring a Citrix Active Agent test requires a manual step that is documented in the online Help topic "Citrix Test Considerations." The procedures in this topic replace those described in the online Help.

### UNIX Active Agents

To run a Citrix test successfully, the Active Agent process cannot run in the background. When you perform the following procedure, the Citrix test runs until you log out of root.

- 1** Log on to the Solaris Active Agent system as root. Kill the NSActive process.
- 2** If an inactivity timer is set to password protect your login session, in the UNIX terminal window, enter:  
  
`xhost +`
- 3** Navigate to the /bin subdirectory where the Active Agent was installed (typically, /opt/ActiveAgent/activeagent/bin).
- 4** Restart the Active Agent by executing **./aactl start**.

## Windows Active Agents

When you initially configure a Citrix connection using Citrix Program Neighborhood on an Active Agent system, the APPSRV.INI file is created under that logged-in username. Later, when you restart your Active Agent system, the Active Agent runs under the default username, creating another APPSRV.INI file under the default username. For the Active Agent Citrix test to complete successfully, you must copy the APPSRV.INI file created under the logged-in username to the default username account.

- 1 Configure the Citrix Active Agent test at the Active Agent Manager, using the procedure described in the online Help.
- 2 Log on to the Active Agent system using the same account that created the Citrix connection with the Citrix Program Neighborhood used by the Active Agent Citrix test. To identify the account, navigate to the following directory:

**Windows NT** — C:\WINNT\Profiles\

**Windows 2000 or XP** — C:\Documents and Settings\

Search for the file APPSRV.INI. The non-Default User (NT and 2000) or non-LocalService (XP) directory identifies the account.

- 3 Navigate to the following location as appropriate:

**Windows NT** — C:\WINNT\Profiles\Default User\Application Data\ICAClient

**Windows 2000** — C:\Documents and Settings\Default User\Application Data\ICAClient

**Windows XP** — C:\Documents and Settings\LocalService\Application Data\ICAClient

- 4 Rename the APPSRV.INI file to appsrv\_orig.ini.
- 5 To determine the logged in account name, open an MS-DOS window and enter the following command:

```
set
```

The USERPROFILE displays the profile directory for this account. (For example, C:\Documents and Settings\<logged in account name>).

- 6 In Windows Explorer, navigate to the following location:

**Windows NT** — C:\WINNT\Profiles\<logged in account name>\Application Data\ICAClient

**Windows 2000 or XP** — C:\Documents and Settings\<logged in account name>\Application Data\ICAClient

- 7 Copy the APPSRV.INI file into the appropriate directory in Step 3.
- 8 Reboot the Active Agent system.

# Number of Workspaces

The "Using Workspaces" section in the *nGenius Express Configuration Essentials* guide and the online Help state that the number of workspaces that can be displayed at one time is limited to eight.

- The number the workspaces that can be displayed at one time is now four.
- The number of workspaces you can save is unlimited.
- The number of views per workspace is unlimited; however, after you display 50 views across all workspaces, a message warns you that launching more views could affect performance.

If you want to display more than four workspaces at one time, you must add the appropriate property to the `common.properties` file and then execute the `nGConfigSync` utility. Executing `nGConfigSync` modifies the appropriate property in the `client.properties` file.

- 1 From the nGenius Server system, navigate to `<nGenius install>\config`.
- 2 Open the `common.properties` file using a text editor.

---

**Note:** NetScout Systems recommends creating a backup of the file before making any modifications.

---

- 3 Add the following line to the `common.properties` file:

```
max.active_workspaces=<maximum number of workspaces to display>
```

For example, enter:

```
max.active_workspace=5
```

- 4 Save and close the file.
- 5 Change directories to the `<nGenius install>\rtm\bin` directory.
- 6 Execute `nGConfigSync.bat` (Windows) or `nGConfigSync.sh` (UNIX).
- 7 The `client.properties` file updates to display the new limit. For example:

```
# Number of active workspaces allowed
#### UPDATE *** max.active_workspaces=4
max.active_workspaces=5
```



# Understanding QuickViews

---

**Note:** The information in this section replaces the information in the "Saving Favorite Views" section on pages 3-37 and 3-38 of the *nGenius Express Configuration Essentials* guide.

---

QuickViews allow you to create and maintain a group of views that you frequently launch against a monitored element. Each user can create a personal grouping of QuickViews and each user can view only the QuickViews that they create.

## Launching QuickViews

To launch QuickViews, right-click a monitored element and select **QuickViews**. Select the QuickView you want to launch.

The following preconfigured QuickViews are available by default with nGenius Performance Manager:

- Application Visibility
- Link Analysis
- Location Performance Analysis
- Peak Analysis (Application Layer)
- Peak Analysis (Network Layer)

## Creating QuickViews

You can:

- Create a QuickView from the contents of a Workspace
- Add or modify a QuickView using the File menu

### Creating a QuickView From a Workspace

To create a QuickView that consists of views open in a Workspace:

- 1** From the Home page, select **Workspaces**.
- 2** Right-click within a Workspace (outside any views), and select **Create QuickView from Workspace**.
- 3** Enter a QuickView name (by default, the workspace name), and click **OK**.

The new QuickView displays in the QuickView menu.

## Adding or Modifying a QuickView Using the File Menu

To create a QuickView using the File menu:

- 1 From the Home page, select **Workspaces**.
- 2 Select **File > Add/Modify QuickViews**.
- 3 Perform one of the following:

*Add new QuickView* — Click **Add**, and enter a QuickView name in the text field.

*Modify existing QuickView* — Select a user-defined QuickView from the displayed list, and click **Modify**.

---

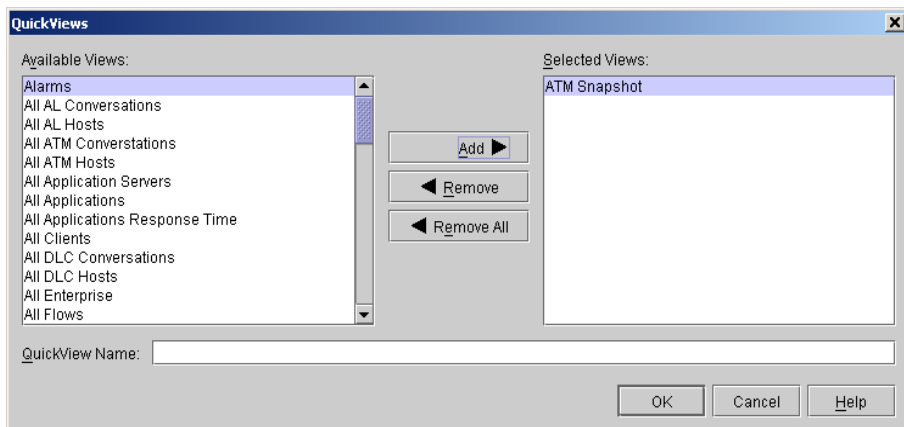
**Note:** Clicking **Delete** removes the selected user-defined QuickView. You cannot modify or delete the default QuickViews provided with nGenius Performance Manager.

---

- 4 Add or modify the views to be included in the QuickView:

*Add views* — From the Available Views list, select the view name and click **Add**.

*Remove views* — From the Selected Views list, select the view name and click **Remove**. Click **Remove All** to remove all entries.



- 5 Click **OK**.

New QuickViews name display in the QuickView menu.

# Known Issues

Table 10 Known Issues in nGenius Performance Manager v2.0.1 SP1

Issue	Description
<b>Installation</b>	
Dynamic content-NpPortalDistributor SOAP service request for URL contains the default, rather than the correct, web port. (14791)	<p>This issue occurs only when the default port number has been changed for remote NewsStands that have been upgraded from a previous version of nGenius Performance Manager.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"><li>1 On the remote NewsStand system, navigate to &lt;Remote NewsStand Home&gt;\config.</li><li>2 Open the common.properties file using a text editor.</li><li>3 Add the following line to the common.properties file: <code>webserverport=&lt;port number&gt;</code> For example, enter: <code>webserverport=8082</code></li><li>4 Save and close the file.</li><li>5 Stop the remote NewsStand.</li><li>6 Change directories to the &lt;Remote NewsStand Home&gt;\rtm\bin directory.</li><li>7 Execute nGConfigSync.bat (Windows) or nGConfigSync.sh (UNIX).</li><li>8 Restart the remote NewsStand.</li></ol> <p>The port number is updated in all appropriate property files.</p> <p><b>Note:</b> To determine your port number, navigate to &lt;Remote NewsStand Home&gt;\apache\conf\httpd.conf and search for "Port".</p>
The licensing update utility documentation is incomplete.	<p>The following note should be added to the Installation documentation:</p> <p><b>Note:</b> The license.sh file must be run in the Xwindows environment.</p>

Table 10 Known Issues in nGenius Performance Manager v2.0.1 SP1 (Continued)

Issue	Description
Attempting to execute the lfa.bat file returns an Unable to Locate DLL error. (16024)	<p>The Perl.exe (which is invoked by lfa.bat) cannot find the driver called msvcr70.dll. Only machines that have never installed Microsoft Office are affected.</p> <p><b>Workaround:</b></p> <p>Copy the driver from another machine to the C:\WINNT\System32 directory on the PM server.</p>
UNIX platforms — For the Remote NewsStand using any Web port below 1024, Apache does not start. (14867)	<ol style="list-style-type: none"> <li><b>1</b> Log in as root.</li> <li><b>2</b> Execute the following:  <code>&lt;nGenius install&gt;/apache/bin/apachectl start</code></li> <li><b>3</b> Switch user to ngenius:  <code>su - ngenius</code></li> <li><b>4</b> Execute:  <code>&lt;nGenius install&gt;/NewsStand/bin/nwsctl start</code></li> </ol> <p><b>Note:</b> If you need to stop the processes in the future, use the steps outlined above, substituting stop for start.</p>
<b>Solaris platforms only:</b> An error occurs when sending v1.4 NewsPapers to a v2.0.1 NewsStand. (14798)	<p>Before performing this procedure, you must have modified your v2.0.1 start script to create the NSNewsStand.exe process. Refer to the instructions contained in the "Using NewsPapers in a Mixed Environment" section of the <i>nGenius Performance Manager v2.0.1 Release Notes</i>.</p> <p>On the NewsStand Server, manually edit the classpath as follows:</p> <ol style="list-style-type: none"> <li><b>1</b> Navigate to the rtm/bin directory and open pm_env.sh.</li> <li><b>2</b> Near the bottom of the file, locate the NEWSSTAND_CLASSPATH variable.</li> <li><b>3</b> Add the following to the end of the classpath:  <code>: \$NSJARS/thin.jar</code></li> <li><b>4</b> Restart the server.</li> </ol>

Table 10 Known Issues in nGenius Performance Manager v2.0.1 SP1 (Continued)

Issue	Description
During a remote UNIX installation (login with GUI, not Console), the DISPLAY environmental variable is reset back to the host machine before license information is entered. (13445)	The installation was successful. Go to the bin directory and run ./LicenseCL.sh to complete the licensing step.
<b>Browser and Home Page</b>	
Using Netscape v7.0 on Windows systems, if you exit the Home page window without logging out, you are still logged in to nGenius Performance Manager.	<p>Perform the following steps:</p> <ol style="list-style-type: none"> <li>1 In a Netscape browser window, select <b>Edit &gt; Preferences</b>.</li> <li>2 Follow the tree to select <b>Advanced &gt; HTTP Networking</b>.</li> <li>3 Deselect <b>Enable Keep-Alive</b> in both the Direct Connection Options and the Proxy Connection Options.</li> </ol>
<b>nGenius Console</b>	
The leap year date of Sunday, February 29 is missing from the graph. (15951)	This is caused by a bug in the third-party charting software JChart.
For DLCI or DLCI QOS interfaces, the "> 1518" counter is missing for Packet Size Distribution views. (15915)	Launching the Link Usage over Time view on a DLCI or DLCI QOS interface and selecting the Show > Packet Size Distribution option fails to display the "> 1518" counter, even though the counter displays in the Segment Details view for the same interface. This is a known issue.
If you remove a Local Server from a Global Manager, and then re-add it, the original workspaces on the Local Server are no longer viable. (13197)	To recreate a workspace in its original form after re-adding a monitored element or Local Server (with its monitored elements), you must relaunch the relevant views and save the workspace.
Trace files uploaded in *.cap format display incorrect timestamps. (15454)	This is a known issue.
Saving the Decode view as an Image. (9835)	The entire view (internal frame) is saved. The area of interest must be visible in the decode view in order for it to display in the saved image.

Table 10 Known Issues in nGenius Performance Manager v2.0.1 SP1 (Continued)

Issue	Description
On MIB2 device interfaces, when the duplex mode on an interface cannot be learned, the mode is set to the default (full-duplex). If this is set incorrectly, Total Utilization is incorrect. (11264)	<p>To change the duplex mode:</p> <ol style="list-style-type: none"> <li>1 From the Home page, select <b>Server Administration</b>.</li> <li>2 From Device Configuration, select the interface and click <b>Details</b>.</li> <li>3 Specify whether the interface is full duplex by selecting or deselecting the check box in the Fdx column.</li> </ol> <p>When the correct duplex mode is set, the correct total utilization displays.</p> <p><b>Note:</b> The setting must match the router setting (full-duplex or half-duplex).</p>
<b>nGenius Server</b>	
MIB2 device Learn does not indicate conditions which result in unsupported interfaces. (15366)	Identifying the condition in the interface would save valuable debugging time. This is a known issue.
In a many-to-one configuration, the Global Manager cannot communicate with Local Servers when separated by a firewall. (14385)	Reconfigure your firewall to a one-to-one mapping rather than many-to-one mapping.
In Device Configuration > Details, the DLC and MIB2 radio buttons do not display for Cisco Catalyst5000 switches. (14196)	MIB2 polling is not supported for Cisco Catalyst5000 switches. Only DLC (mini-RMON) statistics are polled and logged.
To span switch ports in an Extreme switch, you must manually set the mirroring port in the Extreme switch via CLI. (13298)	This is a known Extreme switch limitation.
In a Distributed Server environment when you create a Forecast template on one server, the template does not display on other servers. (12398)	Refresh the view to display the template on other servers.
In a distributed server environment users with permission to login to the Local Server on the Global Manager cannot login (15810)	<p>In order to access the local server on the Global Manager box you need to use the following link:</p> <p><a href="http://&lt;server&gt;:&lt;port&gt;/local-server.html">http://&lt;server&gt;:&lt;port&gt;/local-server.html</a></p>

Table 10 Known Issues in nGenius Performance Manager v2.0.1 SP1 (Continued)

Issue	Description
During a database restore the database may go into recovery mode resulting in the inability to stop the database.	Check the MasterCare Portal for the latest details on this issue.
<b>Reporting</b>	
Renaming a Global NewsPaper in the NewsEditor fails to rename the NewsPaper in the Local Servers. (16081)	This issue will be addressed in a future release.
For IBM-AIX clients using Netscape Navigator, viewing Ad Hoc Reports using Adobe Acrobat fails to display colors properly.(15479)	Refer to "Displaying Colors on IBM Clients" on page 29 for workaround details.
<b>Packet Analyzer</b>	
ATM and Wan (Cisco HDLC) capture in Raw_Header On upload as *.cap when put in Sniffer Pro 4.75 cannot be decoded. (16237)	This is a known issue.
<b>Active Agent and Active Agent Manager</b>	
If the Active Agent Manager connects to the Active Agent, but later connectivity fails, the view does not repaint when adding or modifying a test for that Active Agent. (14658)	<p>Windows platforms — Refresh the browser.</p> <p>UNIX platforms — Perform the following:</p> <ol style="list-style-type: none"> <li>1 Close the Active Agent Manager browser window.</li> <li>2 From a terminal, navigate to the &lt;nGenius install&gt;/activeagentmgr/bin directory.</li> <li>3 Enter <code>./aamctl restart</code> and press <b>Enter</b>.</li> <li>4 Within the nGenius Performance Manager interface, click the <b>Active Agent Manager</b> icon.</li> </ol>
When you launch the Active Agent and then minimize it, you cannot then launch the Active Agent again using the icon. (13889)	Redisplay the Active Agent by maximizing the minimized window.
After adding new Active Agent eCommerce tests, the test list does not repaint. (13479)	<ol style="list-style-type: none"> <li>1 Refresh your browser.</li> <li>2 Select the Active Agent to which the test was directed, and click <b>View Tests</b>.</li> </ol>

---

# Resolved Issues

*Table 11 Issues Resolved in Service Pack 1*

Number	Description
<b>nGenius Server</b>	
15749	Starting the nGenius Server through the Start menu no longer causes database loss. The strtserve.bat file has been modified so that it no longer creates a new database when started.
15365	Service Pack 1 manages table sizes for v6.0.0 probes successfully.
15183	MIB2 monitoring on GigE links with 15 minute intervals set no longer gets wrong bps rates.
15178	Extremely large Host utilization logged to database is now corrected.
15176	SNMP Trap Receiver replacement no longer overwrites trap settings in switches.
15154, 15747	Weekly database backup now completes successfully.
14987	The dvTool functionality is no longer associated with nGeniusCLI. Therefore, failure of nGeniusCLI dvtool wrapper to create domain.lst is no longer pertinent.
14976	Problems relating to having two or more physical interfaces with the same DLCI number (duplicate DLCI in router) are resolved.
14728	Help now works properly in Global Settings.
14311	After the property to show all interfaces was put in serverprivate.properties file, all interfaces displayed.
14065	Formerly, there were six buckets for Response Time. Because one bucket is designated for Retries, there are now five boundaries and six buckets.
<b>Console</b>	
16008, 15968	The Response Time menu option is no longer disabled for nFD ifn2 in MON mode.
15918	Abnormally high values no longer display in Conversations views.
15274	All alarms in the alarm viewer can now be deleted.



Table 11 Issues Resolved in Service Pack 1 (Continued)

Number	Description
15082	Images are now saved as JPEGs rather than as GIFs. The Save as GIF menu option is now renamed to Save as an Image.
14992	Baselines in bit rate graphs now display correctly (In/Out, not just In).
14853	Having a username containing a \$ no longer prevents packet capture.
13446	A Could Not Read Preferences error on the Home page no longer prevents the Server or Console from launching.
<b>Reporting</b>	
15991	Switch port drill downs in NewsPaper now display In and Out instead of Total when supported.
15707	There is no longer a hard limit of 100 NewsPapers enforced by the NewsEditor.
15663	Capacity Planning detailed listing (for example, Frame Relay Circuits Detailed Listing) articles now retain the 15-minute logging interval selection. The logging interval no longer resets to hourly.
15531	Most Active Applications no longer shows the same protocol multiple times.
15315	The last column of a table is no longer omitted when creating a NewsPaper PDF.
15023	Ether2 and SNAP have been removed from the protocol directory.
14982	Double count for Most Active Applications and Most Active Network Protocols articles (Enterprise) is resolved. This occurred when both physical and virtual interfaces were included in the article. Now the Enterprise Wide Most Active Applications and Most Active Network Protocols articles include physical interfaces only.
14953	The Application Volume can now be generated for both physical interfaces and virtual DLCI, PVC, and VLAN interfaces.
14008	Adjustments to baseline percentile and legend were not reflected in NewsPaper articles after dataanalysis.properties was modified. Changes to dataanalysis.properties now display correctly in NewsPaper articles.
13996	Frame Relay Group for Most Utilized Circuits displays in article as expected.

---

## Related Information Resources

NetScout® Systems provides the documentation listed in the following table to support nGenius Performance Manager software and related hardware.

Refer to the proper manual or the online Help for detailed information about specific features and functions. This document assumes that you have already installed NetScout probes.

Document	Description
<i>nGenius Performance Manager Installation Guide</i>	Explains how to get the nGenius Performance Manager software installed and running on a server.
<i>nGenius Planning and Migration Guide</i>	Provides information on how to migrate from: <ul style="list-style-type: none"><li>• nGenius Performance Manager 1.4 to nGenius Performance Manager 2.0.1</li><li>• NSP 5.x to NSP 6.0.1 probe agent firmware</li></ul>
<i>nGenius Configuration Essentials</i>	Provides instructions for setting up, navigating, and interpreting key elements of the nGenius environment. This guide also gives you a roadmap to architectural highlights, concepts, applications, and the best use of the most important features.
<i>nGenius Performance Manager Administrator Reference Guide</i>	Provides information to configure the nGenius Server, NewsPapers, Active Agents, packet analysis, and Voice over IP (VoIP). Reference information is also included. <b>Note:</b> The web version of the <i>nGenius Performance Manager Administrator Reference Guide</i> on the MasterCare Portal is updated with the latest release information.
Online Help	Contains information on configuring and using nGenius Performance Manager software. Also included are instructions for customizing the software.
Probe documentation	Contains detailed information on installing, configuring, and using NetScout probes. Visit the NetScout Systems website at <a href="http://www.netscout.com">www.netscout.com</a> for a detailed listing.

If you are a NetScout MasterCare customer, you can access nGenius Performance Manager documentation online in PDF format from the NetScout Systems website at [www.netscout.com](http://www.netscout.com)

---

**Note:** You must have Adobe Acrobat Reader on your system to view PDF files.

---







NetScout Systems, Inc.  
310 Littleton Road  
Westford, MA 01886-4105

Tel. 978 614-4000  
888-999-5946  
Fax 978-614-4004  
E-mail [info@netscout.com](mailto:info@netscout.com)  
Web [www.netscout.com](http://www.netscout.com)

© 2004 NetScout Systems, Inc. All rights reserved worldwide. NetScout, nGenius, and the NetScout logo are registered trademarks of NetScout Systems, Inc. URT MIB and CDM are trademarks of NetScout Systems, Inc. MasterCare and the MasterCare logo are service marks of NetScout Systems, Inc. NetScout Systems reserves the right, at its sole discretion, to make changes at any time in its technical information, specifications, and service and support programs.